Motorola Enterprise Partner Brief

TEAM Badge (EWB100)
Miniature push-to-talk over WLAN communicator

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Background

The TEAM badge (EWB100) brings a new level of affordability and portability to mobile voice, providing basic Push-to-Talk (PTT) communications that enables enterprises to extend the benefits of on-the-spot voice to new workers and workgroups inside the four walls. This miniature device gives store associates, task workers and other employees the capability to instantly respond to customer or management requests, receive and confirm tasks and to reach out for assistance on the spot. With a voice connection clipped to their lapel, workers have instant access and are instantly accessible, eliminating wasted time and improving business efficiency.

The TEAM badge uses the Motorola TEAM Express voice client, providing one-to-many PTT over WLAN broadcast communications with private one-to-one callback. The TEAM badge easily integrates with your customer's existing 802.11b/g WLAN architecture — no servers or PBX integration required (communications are limited to a single WLAN subnet). The intuitive 5-button user interface practically eliminates the need for user training, further simplifying deployment. In addition, the TEAM badge can interoperate with:

- Other Motorola voice-enabled devices via the TEAM Express client, including Motorola mobile computers (purchase/download required)
- TEAM VoWLAN devices (TEAM Express is included with EWP1000/2000 R1.5 or later)
- Two-way radios via the TEAM Radio Link Solution (RLS)

This rich interoperability provides enterprises the freedom to select the right device with the right features and services for their different users — while still enabling push button voice communications between users on different networks.

The TEAM badge is purpose built to offer convenient and affordable push-to-talk (PTT) communications — providing the right form factor, acoustic performance and price point for the job. Weighing in at 1.6 oz. (45.37g) and just 2.5 in. x 1.5 in. (6.35 cm x 3.81 cm), the TEAM badge is unobtrusive and easy to carry in any environment. The compact and lightweight device can be clipped to a shirt, tucked in a pocket or worn on a neck or wrist lanyard. The TEAM badge also features Motorola's superior voice technology, with high-quality specifications for loudness, echo/noise suppression and more. Durable construction ensures the TEAM badge stands up to everyday use including the ability to withstand dust, liquid spills, wipe downs and inevitable drops. The 590mAh battery provides ample power for a full 10-hour shift.

With the cost-effective TEAM badge, you can help your customers extend their existing mobility solution to new workers and workgroups, enabling real-time collaboration between more workers. As with other mobile communications solutions, your customers can expect multiple benefits and an outstanding return on investment (ROI), including:

- **Improved service and sales:** Sales associates can reach backroom staff to check inventory, check pricing, bring an item to the sales floor for a customer and more, eliminating the need to leave the customer’s side — and the opportunity for lost sales.

- **Improved staff utilization:** Supervisors can reach task workers — for example, to reassign retail associates to other departments to address periods of heavy customer traffic — improving the efficiency of task management and enabling the same number of task workers to complete more tasks per day.

- **Improved customer and employee safety:** The ability to reach maintenance staff in seconds allows supervisors to dynamically re-prioritize tasks throughout the day, ensuring for instance, prompt attention to a recent spill that could impact employee and customer safety.

- **Increased Return on Investment (ROI) for existing technology investments:** The ability to leverage your existing wireless LAN and Motorola mobile devices increases the utilization and lifecycle of your existing mobility investments, improving both ROI and Total Cost of Ownership (TCO).

Product positioning within Motorola's voice-centric portfolio

Understanding how the TEAM badge is positioned within Motorola's voice centric device portfolio will help you better recognize TEAM badge sales opportunities. Following is a high level overview of the devices in this category, the capabilities of each, what is involved in deployment and the target industries and users.

- **TEAM Badge (EWB100)**:

  - Capabilities: The TEAM badge offers basic PTT communications (one-many with private response). Designed to provide crucial voice connectivity inside the four walls, the TEAM badge improves worker productivity and task management by improving voice communications between task workers and their supervisors. Offers speakerphone and headset modes. The TEAM badge is interoperable with TEAM Express equipped mobile computers (see TEAM Express Sales Guide) and TEAM VoWLAN devices (EWP1000/2000). It can also interoperate with two-way radios using the TEAM Radio Link Solution (RLS) (see RLS Addendum in TEAM VoWLAN Sales Guide).

  - Deployment requirements: The TEAM Badge is easy to deploy over an 802.11b/g wireless LAN (WLAN) — no servers or PBX integration is required. IT can quickly and easily load and launch the easy-to-use included application on any PC, enter the network name and security settings. Up to 32 different talk groups can then be created and assigned to the various EWB100 devices.

  - Target users: Task workers that require only basic voice communications in retail, healthcare, warehouse and hospitality. (Communications limited to a single WLAN subnet)

- **CLS Series Two-Way Business Radios**:
  - Capabilities: Two-way radios provide Enterprise customers with simple one button push-to-talk operation extending communications outside of buildings. Designed specifically for the retail market, CLP and CLS on-site two-way radios are ideal for customers not using a WLAN system. Motorola Business two-way radios can interoperate with TEAM badge using the TEAM Radio Link Solution (RLS). Designed with business productivity in mind, CLS and CLP two-way radios and accessories provide durable communication solutions with dependable coverage, long lasting battery life and ease of use.

  - Deployment requirements: Delivering extended range, Motorola two-way radios operate on 99 UHF business exclusive frequencies. Affordable and easy to deploy, on-site two-way radios are off-the-shelf ready and there are no monthly fees, no monthly costs and no per minute charges... Customize your radio settings with customer programming software to keep your team connected while providing responsive customer service.

  - Target users: Retail, restaurant, education and hospitality workers requiring multiple channels, extended range and durability.

- **TEAM VoWLAN Solution**:

  - Capabilities: The TEAM VoWLAN provides a complete mobile office in a voice centric device. The comprehensive solution provides integrated voice and data services delivered over the enterprise WLAN, creating mobile access to key voice and data services within the enterprise or campus: PBX telephony; enterprise-grade and TEAM Express push-to-talk; corporate email, calendar, contacts and other personal information management (PIM) tools; text messaging, and access to the Internet/Intranet as well as line of business applications. The portfolio consists of two handset models (professional and semi-rugged), both offering headset and speakerphone modes.

  - Deployment requirements: The TEAM VoWLAN solution components include the Wireless Services Manager (WSM) appliance, Network Services Manager (NSM) software, and VoWLAN Windows Mobile® devices (EWP1000/EWP2000). The WSM resides between the PBX and the VoWLAN device, enabling interoperability with a range of PBXs and provides support for numerous features that enhance performance and security. The NSM software provides provisioning and management of the TEAM solution

  - Target users: Workers in virtually any vertical industry who require mobility within the enterprise and need comprehensive mobile voice functionality (telephony) as well as access to productivity (email, calendar, contacts) and line of business applications.

Motorola's new devices delivering real-time communications access to all associates – the TEAM badge (EWB100) and CLP

Motorola's CLP two-way radio and TEAM badge bring new levels of portability and affordability to mobile voice, enabling organizations to extend the benefits of wireless communications throughout the enterprise – ultimately redefining the customer experience and helping organizations gain competitive advantage.

The EWB100 and CLP devices provide similar capabilities to our customers, but allow them to choose the right device for their environment and application. There are some clear cut decision points such as whether or not the customer has voice capable WLAN coverage – if not, the appropriate device is the CLP; or does the customer wish to enable interoperability with mobile computers (without deploying RLS) – if so, the EWB100 is the appropriate device. The majority of the scenarios may not be quite as apparent initially, but as you review the customer environment and needs, the right device or combination of devices will be clear. The following table highlights key differentiators. There is also a feature/spec comparison table in the FAQ section of this document.:

Product Differentiators

CLP Two-Way Radio	TEAM Badge (EWB100)
• Operates on UHF business exclusive frequencies • No infrastructure needed • Indoor and outdoor use – 160,000 sq ft. (12 floors) • Out of the box ready - turn on and go • Repeater Capable – extends range up to 420,000 sq ft. • List price - $199	• PTT over WLAN • Easy integration with existing enterprise WLAN (single subnet) • Interoperability with mobile computers, TEAM VoWLAN (TEAM Express) • IP addressable enabling application integration • List price - $249 (Partner Select 1A)

Top three key messages for the TEAM Badge (EWB100)

1. **Voice communications for all your workers:** The TEAM badge brings a new level of affordability to mobile voice, with a fast, easy to deploy PTT over WLAN solution. With its low price point, enterprises are able to extend the benefits of mobile voice communication to every task worker in the four walls. The TEAM badge easily integrates with virtually any 802.11 b/g WLAN, without servers, PBX integration, network gateways or other infrastructure. The TEAM badge can be up and running in minutes, requiring only simple network provisioning and WLAN coverage.

2. **Fast, easy path to interoperability:** The TEAM badge features the TEAM Express voice client, creating instant interoperability with other TEAM Express devices including Motorola voice-enabled mobile computers, TEAM VoWLAN devices and two-way radios (with TEAM RLS). Workers have the right device to do their job while still being connected to the people and information they need, improving productivity and ultimately resulting in increased customer satisfaction and retention.

3. **Small and unobtrusive — the right image for your company:** The TEAM badge eliminates the need for disruptive overhead paging — making it an ideal fit for retail, hospitality, healthcare and other environments where customers are present. At just over an ounce and a half and 2.5 in. H x 1.5 in. W/6.35cm H x 3.81cm W, the tiny wearable device can be easily clipped on a shirt or worn on a lanyard around the neck or wrist.

Value proposition and selling points

Value proposition

The TEAM badge delivers a number of strategic business benefits that help improve worker productivity, reduce costs and elevate the general business image:

- **Improves workforce productivity and manageability**: Keeps workers and supervisors connected and instantly accessible with the ability to receive, place and respond to PTT broadcast calls, as well as privately respond to a caller. Workers are able to address issues, answer questions, receive tasks and confirm task completion right on the spot, without having to search for a wired phone, supervisor or co-worker. Managers can instantly communicate tasks to employees — for example, to clean a spill in an aisle, fix a leaky faucet or pick items for a customer order — no matter where they may be in the facility (within the WLAN coverage area and a single subnet). In addition, task management is improved — dynamic task delegation allows supervisors to now monitor, delegate, and prioritize and reprioritize tasks as needed — all in real time.

- **Improves customer service and satisfaction:** In retail, hospitality and other customer-centric environments, the TEAM badge delivers the accessibility and rapid response times needed to provide a higher level of customer service. When a customer needs assistance, employees can contact the appropriate person with the press of a button — whether they need a price or inventory check, a product expert to answer a question or a supervisor to help resolve a customer complaint. And integration with a customer kiosk or call box instantly alerts employees when a customer needs support for prompt service.

- **Protects and extends the value of existing technology investments**: The TEAM badge can be easily integrated with your customers' existing wireless LAN, and is interoperable with a wide range of other Motorola devices including voice-enabled mobile computers (equipped with TEAM Express) TEAM VoWLAN smartphones and two-way radios (with TEAM RLS) — improving the return on

investment for your customer's existing technology infrastructure, as well as expanding the value of the TEAM badge devices.

- **Reduces operational expenditures:** The TEAM badge requires minimal provisioning and management.

- **Future-proofing:** As part of the overall TEAM portfolio, the EWB100's voice client (TEAM Express) will interoperate with other TEAM solution devices/solutions as they become available. (Note that capabilities will still be limited to the TEAM Express 1.0 capabilities for those devices using the TEAM Express 1.0 client).

- **Improve branding with customization option:** Customers have the option to customize the TEAM badge with a company logo and color, promoting brand recognition as well as enabling customers who need assistance to more easily identify employees.

- **Reduces total cost of ownership (TCO) and provides outstanding investment protection:** While the TEAM badge is built for business, accidents happen — and when they do, your customers want to know that the support they need to keep their devices up and running at peak performance is right at their fingertips, ensuring business continuity. The TEAM badge is eligible for Service from the Start Advance Exchange Support, which provides next-business-day replacement of devices requiring repair. This service also includes Comprehensive Coverage, a unique offer that:

  - Covers internal and external components damaged through accidental breakage
  - Significantly reduces unexpected repair expenses
  - Provides service peace of mind and investment protection
  - Helps to differentiate Motorola from the competition

Key selling points: features and benefits

Features	Benefits
Miniature form factor — just 1.6 oz./45.37g and 2.5 in. L x 1.5 in W/6.35 cm L x 3.81 cm W	Small, compact and lightweight: Unobtrusive in any environment; easy to carry — can be clipped to a shirt, pocket, or attached to a neck or wrist lanyard
Push-to-Talk over WLAN	Provides convenient PTT communications without the need for additional infrastructure; enables instant employee accessibility for improved customer service and productivity; eliminates annoying overhead pages
802.11b/g	Allows your customers to leverage existing wireless networks; enables cost-effective voice wherever there is WLAN coverage
Motorola-class acoustic performance	Superior voice quality; purpose built for voice, the EWB100 features Motorola-class acoustic performance with high quality specifications for loudness, frequency response, distortion and echo/noise suppression technologies; easy to hear, even in noisy environments
Top facing speaker	Directs sound toward the user for peak acoustics; improves ease-of-use and ensures workers can easily hear incoming calls
Enterprise durability — IP54 sealing and 5 ft./1.5 m drop specification	Built to endure use in tough enterprise environments; withstands dust and liquid spills; can be wiped down at the end of each shift; easily endures the inevitable drops and bumps throughout the workday
Simple five button interface	Intuitive and easy to use; virtually eliminates the need for user training and the associated costs
590mAh Li-ion battery	Provides ample power for a full 10 hour shift
Sealed industrial headset jack	Supports multiple headset options (with adapter); 15,000 insertion rating protects the reliability and quality of the voice connection throughout the life of the device; built in breakaway improves worker safety
Customizable branding labels	Able to reflect and promote your customer's image; enables easier identification of employees
Service from the Start Advance Exchange Support	Award-winning service and support includes Comprehensive Coverage for no additional charge — “you’re covered”.

Customized Branding

The TEAM badge can be custom-branded with your customer's logo to promote their brand and make store employees easier to locate. A minimum order quantity is required.

Technical solution overview

Following is an overview of the technical specifications for the EWB100 (Enterprise Wireless Badge):

Physical Characteristics	
Dimensions:	2.5 in. H x 1.5 in. W x 1.01 in. D/6.35cm H x 3.81cm W x 2.56cm D
Notification:	LED flash, Beep or WAV file
Weight:	1.6 oz./45.37g
Power	
Main Battery:	590mAh Li-ion battery (internal)
Battery Life:	10 hours of continuous operation
Regulatory	
EMC:	ICES 003 Class B, FCC Part 15 Class B
Electrical Safety:	EN 60950-1, C22.2 No. 60950-1, UL 60950-1, IEC 60950-1
Environmental:	RoHS Directive 2002/95/EEC
RF Exposure:	FCC Part 2, OET Bulletin 65, RSS102
User Environment	
Drop Specifications:	5 ft./1.5m drop to concrete, 6 drops per 6 sides, at room temperature; 4 ft./1.2m drop to concrete across the operating temperature range
Operating Temperature:	14° F to 104° F/-10° C to 40° C
Storage Temperature:	-40° F to 158° C /-40° C to 70° C
Sealing:	IP54
Wireless LAN Voice and Data Communications	
Antenna:	Internal
Data rates:	802.11b: up to 11 Mbps; 802.11g: up to 54Mbps
Frequency range:	All country dependent: 802.11b – 2.4GHz; 802.11g – 2.4GHz
Output power:	100mW U.S. and international
Voice services:	Walkie-talkie style (1:Many) and private call back; supports up to 32 call groups
WLAN:	IEEE® 802.11b/g

Interoperability:	Motorola Mobile Computers (requires purchase/download of TEAM Express Client): MC 3090 – Windows Mobile® 6.1; Microsoft® Windows® CE 5.0 MC3190 – Windows Mobile 6.1 MC5574/90 – Windows Mobile® 6.1 MC7090/94/95 – Windows Mobile® 6.1; MC70 – Microsoft Windows CE 5.0 MC7596/98 – Windows Mobile 6.1 MC9090/94 – Windows Mobile 6.1, 5.0; MC9090 – Microsoft Windows CE 5.0 MC9596 - Windows Mobile 6.1 VC5090 – Microsoft Windows CE 5.0 VC6096 – Windows Mobile 6.1 WT4090 – Microsoft Windows CE 5.0 TEAM VoWLAN Smartphone (EWP1XXX/2XXX, R1.5 and later) – client is pre-loaded (included) Two-way radios (requires TEAM Radio Link Solution (RLS) – see RLS spec sheet for further information)

Warranty

Device warranty	The EWB100 is warranted against defects in workmanship and materials for a period of one year (12 months) from date of shipment, provided the product remains unmodified and is operated under normal and proper conditions.

Recommended Services

Customer Services	Service from the Start Advance Exchange Support

Key differentiators

The Motorola EWB100 offers a number of strategic and technical product differentiators including:

- **Small, compact and lightweight:** Weighing just 1.6 oz./45.37g, the TEAM badge is lighter than any other solution available. The miniature device can be easily worn on a shirt or lapel, tucked inside a pocket, or comfortably worn on a lanyard. Because the form factor is comfortable and unobtrusive enough to wear throughout a full shift, employees are accessible at all times, and the devices are less likely to become lost or damaged.

- **Low cost:** With a list price of $249 per unit, the EWB100 makes voice communications possible for every worker.

- **Voice interoperability across a variety of Motorola EMb devices:** TEAM badges can interoperate with existing TEAM VoWLAN smartphones and a range of Motorola mobile computers and two-way radios (with TEAM RLS), providing value-added functionality that leverages existing investments. As a result, workers with different devices can reach each other easily and instantly, over the same voice network.

- **Easy to deploy:** TEAM badges easily and seamlessly plug into your customer's existing network — no server or software is needed. As a result, your customer's sole cost is the hardware.

- **Motorola-class acoustic performance:** The EWB100 excels when it comes to voice quality. With voice-optimized specifications for loudness, frequency response, distortion and echo/noise suppression technologies, the TEAM badge is easy to hear, even in noisy environments. And, it features a top-facing speaker that directs sound toward the user for peak acoustics.

- **Enterprise durability:** The TEAM badge offers the convenience of a miniature, lightweight form factor with industry leading durable construction to endure the rigors of use in a wide variety of enterprise environments.

  – 5 ft./1.5 m drop specification

  – IP54 sealing, providing protection against dust and spills

  – Operating temperature range: The EWB100 delivers reliable operation across a very wide range of temperatures — from 14° F to 104° F/-10° C to 40° C

- **Investment protection:** Enterprise Mobility Services are one of the top differentiators of Motorola products. Customers rely on Motorola to keep their businesses running. Now they can also rely on the most complete services that Motorola has ever offered. Motorola recommends Service from the Start Advance Exchange Support for the EWB100. This service speeds response time through next-business-day replacement of devices requiring repair. It also includes Comprehensive Coverage, which covers internal and external components damaged through accidental breakage. In addition, it entitles your customers to the technical software support and software downloads they need to help keep their TEAM badges operating at peak performance levels. There’s no better way to give your customers total service peace of mind.

EWB100 configurations and accessories

The following chart provides a complete list of the available configurations and accessories.

Customer Order P/N	Description	List Price	Discount Category
EWB100 Configurations			
EWB100-10-WR	10-pack, EWB100 TEAM badge	$2,490	1A
Accessories			
CHS1060-A000CR	10-dock charging station for EWB100 (AC line cord sold separately)	$300	1B
23844-00-00	US AC line cord	$10	1A
21-132072-01	Audio headset	$25	1B
21-132073-01	Neck lanyard	$10	1B
21-132074-01	Wrist lanyard	$10	1B
EWB100-01-WR	1-pack; EWB100 TEAM Badge (replacement only)	$279	1B

Vertical, geographical and horizontal markets

Market	Target Users	Applications
Retail	• In-store associates who don't currently carry a mobile device	• Walkie-talkie style PTT group communications • Private (1:1) response • Mobile task management
Hospitality	• Restaurant personnel • Event staff • Front gate employees • Theme park employees	• Walkie-talkie style PTT group communications • Private (1:1) response • Mobile task management
Healthcare (hospitals, nursing homes, assisted living facilities)	• Janitorial staff • Asset maintenance staff • Nursing staff	• Walkie-talkie style PTT group communications • Mobile task management • Overhead paging replacement
Manufacturing and Warehouse	• Manufacturing workers • Warehouse workers • Janitorial staff	• Walkie-talkie style PTT group communications • Private (1:1) response • Mobile task management

It is important to note that the TEAM badge is designed to operate on a single WLAN subnet (it is possible to extend beyond a single subnet, but this will require IT/WLAN configuration work)

Qualifying sales questions

Uncover the business problem:

- What business problem are you trying to solve through use of a mobile device?
- Who is the intended user group (for example, janitorial staff, retail associates, warehouse staff)?
- Do you need or want to increase productivity and responsiveness for your mobile workers inside the four walls?
- Do managers have difficulties distributing tasks to employees? Do you need to be able to more efficiently manage your staff?
- Do you have classes of workers who currently do not carry any kind of mobile device?

Uncover the opportunity and areas where the strengths of the EWB100 are key selling points:

- Could your organization benefit from improved intra-employee communication?
- Are you looking for a basic PTT solution, and do you have a wireless LAN?
- Do supervisors or other employee groups already carry a Motorola voice-enabled device? Would you like to extend voice communications across all employees, regardless of device type?
- Are portability and device weight key factors?
- Would productivity and/or customer service be improved if all employees were accessible at all times?
- Is company image important? Would you appreciate an unobtrusive solution that can be customized to carry your brand?
- Do you currently use overhead paging systems? Would the customer/patient/guest experience be improved by eliminating noisy and distracting pages?
- For retail/hospitality applications, are you able to locate your employees quickly in order to respond rapidly to customer requests?
- For manufacturing applications, would worksite safety be improved through always-on voice communications?

Service-related questions:

- What level of post-sales service and support do you expect?
- How long can you afford to be without your product?
- Is turnaround time flexible?
- What is the impact of downtime on your business?
- If we could offer you a service plan that covers your EWB100 investment from accidental breakage for a one-time, upfront cost, would you be interested?

Enterprise Mobility Services

Customer Services for the EWB100

Seamless integration with Motorola's Customer Services team helps ensure ongoing support for your customer's complete solution. Our experienced support engineers are available to assist customers with problem diagnosis and resolution — helping to ensure their mission-critical systems are always up and running at peak performance.

The following Enterprise Mobility Services are available to keep the EWB100 operating at peak performance throughout its lifecycle:

Customer Services	Service Description	Time of Purchase	Length of Coverage	Part Number
Service from the Start Advance Exchange Support	• Advance replacement of devices requiring repair • Comprehensive Coverage • Full access to technical support resources • Rights to download software releases and supporting documentation	Up front with the hardware (prepaid) or within 30 days thereafter	Three years	SXB-CA10XX-30
Advance Exchange Support		Any time	One year	AXB-CA10XX-10

NOTE: please refer to Solution Builder for the most up-to-date information, including global pricing.

Enterprise Mobility Services sales philosophy

Sell Service from the Start Advance Exchange Support up front with every TEAM badge:

- Selling service upfront provides more value to the customer, is much easier and results in a higher success rate than just selling the hardware

- Service from the Start Advance Exchange Support is a multi-year prepaid program that:
  - Provides rapid response times with next-business-day delivery of replacement devices
  - Includes Comprehensive Coverage for no additional charge
    - Covers internal and external components damaged through accidental breakage
  - Entitles customers to the technical software support and software downloads they need to help keep their devices operating at peak performance levels

Enterprise Mobility Services value proposition

Even the most reliable products require a maintenance plan and support strategy. Enterprise Mobility Services agreements deliver a number of business benefits to help ensure customers derive full value from their investments. Enterprise Mobility Services complete the solution by:

- **Providing increased performance**
  - Protect product uptime
  - Reduce impact on productivity and revenue

- **Delivering price-protected costs**
  - Decrease financial risk with fixed, prepaid repair costs
  - Put it in the budget and forget it

- **Helping to ensure service peace of mind**
  - Investment protection
  - Covers much more than warranty
  - Unparalleled repair capabilities

For more information, please visit http://compass.mot.com/go/embservices or www.motorola.com/business/services

FAQs (Frequently Asked Questions)

Q: When is General Availability?
A: TEAM badges will be available for purchase in the US and Canada to PartnerSelect members beginning January 6, 2010.

Q: What accessories are compatible with the TEAM badge?
A: The list of accessories is included with pricing information earlier in this document. The accessories include a 10-slot charge cradle, neck lanyard, wrist lanyard and audio-only headset.

Q: What can be customized?
A: The TEAM badge offers a branding label that can be customized for your customers. Additionally, it is possible to customize other parts of the device, such as the plastics, to meet particular color scheme requirements.

Q: What battery is available for the TEAM badge? Is it replaceable?
A: The EWB100TEAM badge ships with a 590mAh Li-ion battery, rated to provide power for a full 10-hour shift based on low and medium usage profiles over the first three years of the device's life. The battery is not field replaceable.

Q: Is the TEAM badge compatible with other Motorola mobile devices?
A: Yes. The TEAM badges interoperate with TEAM VoWLAN smartphones (EWP1xxx/2xxx – TEAM Express client pre-loaded on R1.5 and later) and TEAM Express enabled mobile computers. They can also communicate with 2-way radios via the TEAM RLS.

Motorola Mobile Computers (requires TEAM Express Client):

- MC 3090 – Windows Mobile® 6.1; Microsoft® Windows® CE 5.0
- MC3190 – Windows Mobile 6.1
- MC5574/90 – Windows Mobile® 6.1
- MC7090/94/95 – Windows Mobile® 6.1; MC70 – Microsoft Windows CE5.0
- MC7596/98 – Windows Mobile 6.1
- MC9090/94 – Windows Mobile 6.1, 5.0; MC9090 – Microsoft Windows CE5.0
- MC9596 - Windows Mobile 6.1
- VC5090 – Microsoft Windows CE 5.0
- VC6096 – Windows Mobile 6.1
- WT4090 – Microsoft Windows CE 5.0

Q: Do the TEAM badges require integration with an enterprise PBX?
A: No. The TEAM badge easily integrates with your customer's existing 802.11b/g WLAN architecture — no servers or PBX integration required (communications are limited to a single WLAN subnet).

Q: How are the TEAM badges configured?
A: The TEAM Badge (EWB100) is configured using a web-based configuration and deployment utility. This intuitive application makes it easy for the customers' IT staff to configure the TEAM badge on their network in a matter of minutes. Configuration requires a single access point connected to a PC, with a defined configuration included in the EWB100 User Manual. This will allow the TEAM badges to connect to this PC and receive the proper network configuration for the WLAN. This configuration method allows IT staff to configure the network settings once, and deploy these settings simultaneously to a large number of TEAM badges.

Q: What is the warranty period for the TEAM badge (EWB100)?
A: One year.

Q: Which Enterprise Mobility Services are available for the TEAM badge?

A: Motorola offers Service from the Start Advance Exchange Support, which minimizes downtime with next-business-day replacement of TEAM badges (EWB100) that require repair. This unique program includes Comprehensive Coverage, providing end-to-end and inside-outside protection for the EWB100. Unexpected repair expenses are significantly reduced, providing service peace of mind from the date of purchase. And technical software support helps keep the TEAM badge running at optimal efficiency — and employees connected to their critical business systems.

Q: Do Motorola's Service from the Start programs have to be purchased within 30 days of the product purchase?

A: Yes. Motorola recommends that customers purchase service at the same time they purchase their TEAM badges for support right "from the start".

Q: What are the differences between the EWB100 and the CLP two-way radio?

A: The following tables highlight the key differentiators and provide feature and specification comparisons:

CLP Two-Way Radio	TEAM Badge (EWB100)
• Operates on UHF business exclusive frequencies • No infrastructure needed • Indoor and outdoor use – 160,000 sq ft. (12 floors) • Out of the box ready - turn on and go • Repeater Capable – extends range up to 420,000 sq ft. • List price - $199	• PTT over WLAN • Easy integration with existing enterprise WLAN (single subnet) • Interoperability with mobile computers, TEAM VoWLAN (TEAM Express) • IP addressable enabling application integration • List price - $249 (Partner Select 1A)

Features/Specs

	EWB100 – TEAM Badge	CLP
Dimensions	2.5 x 1.5 x 1.01 in. 6.35 x 3.81 x 2.56 cm	3.5 x 2.0 x 0.75 inches 88 x 50 x 19 mm (standard battery)
Weight	1.6 oz./45.37g	2.38 oz. (67.5g) (w/ standard battery)
Notification	LED flash, Beep or WAV file	Voice Assisted Operation, beep and LED
Battery	Lithium Ion, 590mAh (internal) 10 hours of continuous operations	User replaceable Lithium ion 5/5/90, 1130 mAh = 12 hours, 1800 mAh = 18 hours
PTT: group	Y	Y
PTT: 1-1	N	N
PTT: private response	Y	N
# talk groups	32	Up to 6 Channels
LED	3-color. In-use indicators: private call, network not accessible, low battery Charging indicators: pre-charge mode, charging, fully charged	Smart status glow – indicates active channel, radio transmit and receive, scan and battery status

Display	N	N
Interface	5 button	5 button
Network/ frequency	VoWLAN – 802.11 b/g Can use existing WLAN – should be optimized for voice	Operates on licensed UHF business frequencies
Coverage area	Dependent on WLAN coverage; limited to a single subnet	Up to 100K square ft (est)
Interoperability	Works with: TEAM VoWLAN devices and Motorola (TEAM Express equipped) mobile computers. Also interoperable with 2-way radios via TEAM RLS	Works with existing business two-way radios (CLS, RDX, etc.). Interoperable with TEAM VoWLAN and TEAM Express devices via TEAM RLS
Seal	IP54	IP54 & MIL-SPEC 810
Drop	5 ft/1.5 M	5 ft
Audio	Top facing speaker; optional headset	Headset - wired or Bluetooth
Deployment	Simple IT configuration	Ready to use, but also customer programmable
Customizable	Y	Y
Applications	IP Addressable - extensible to enable support for task management applications	